GOVERNMENT OF INDIA
FINANCE AND COMPANY AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:5126
ANSWERED ON:25.04.2003
ATMs IN BANKS
CHANDRA NATH SINGH;SADASHIVRAO DADOBA MANDLIK

Will the Minister of FINANCE AND COMPANY AFFAIRS be pleased to state:

(a) whether ATMs installed by various banks are not disbursing the cash as demanded by the customers;

(b) whether the Government have received any complaints from customers in this regard;

(c) if so, the details thereof, bank-wise particularlyin respect of SBI branches in Delhi;

(d) whether ATMs of various Nationalised/private banks disburse fake currency notes and customers have no option at that point of time;

(e) if so, the number of such complaints received during the last one year, bank-wise; and

(f) the corrective measures taken by the Government to protect and safeguard the interest of customers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND COMPANY AFFAIRS (SHRI ANANDRAO V1THOBA ADSUL):

(a) As reported by public sector banks, ATMs disburse cash as demanded by customers within the prescribed limits.

(b) No, Sir.

(c) Does not arise.

(d) No such instance of fake currency disbursement by the ATMs has come to notice.

(e) Does not arise.

(f) As reported by banks, monitoring of ATM status including cash holding and adoption of suitable technology for detection of fake currencies are regularly undertaken. Customer complaints, if any. are immediately attended and all precautions are taken to protect customer interest for services effected through ATMs.